

Maintenance in these fast-paced environments is more than just keeping your equipment humming – it's keeping your customers happy. USM approaches the maintenance of your mission-critical equipment and systems as a way to enhance the customer experience. That's what matters. Here's why...



Why USM? An Overview.

- ▶ Focus on enhancing the customer experience
- ▶ Single point of contact for all services
- ▶ Top-quality, compliant vendor network
- ▶ Convenient one point of contact for any need
- ▶ Expertise in convenience stores, gas stations, restaurants
- ▶ USM buying power means savings to you
- ▶ Energy efficiency is a long-time specialty
- ▶ Subject Matter Experts proficient at identifying issues
- ▶ Ultimate preventive / reactive maintenance solution
- ▶ EMCOR connection for service experience
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not 1,000

▶ **Single-source efficiencies**

It's not uncommon for multi-location operations to spend tens of millions on repair and maintenance using local resources. Where exactly is that money going? Tracking is difficult and time-consuming, there is a better way: a consolidated USM maintenance plan where all services are managed through a single point of contact. You're already standardized on product procurement – why not FM too?

▶ **Subject Matter Experts – another USM edge**

We make it our business to understand yours. So we employ industry specialists who live and breathe the worlds of convenience stores and gas stations. They understand the immediate consequences of a single refrigerator going down, or an ice machine on the blink. With your USM maintenance plan, you have direct access to these talented Subject Matter Experts (SMEs).

▶ **Energy efficiency is a USM focus**

More than any other discipline, our expertise in energy efficiency is requested most. We not only understand the equipment and how to install and maintain it – we know exactly how to squeeze every ounce of efficiency from your facilities. Put that energy expertise to great use in your retail space.

▶ **Cost savings can be significant**

The driving reason for applying the proper resources to retail stores? Cost and energy efficiencies, of course. When your equipment runs smarter, your business can run leaner – we understand completely, that's why our clients implement long-term, ongoing FM programs with USM. And save serious money.

▶ **USM manages vendor relationships**

USM runs regular background, immigration and insurance checks. We assure regulatory compliance on all vendors and equipment. We monitor vendor quality, generate progress reports, even handle insurance paperwork. In short, vendor relationships are one less thing for you to worry about.

▶ **The EMCOR connection – another plus**

USM is backed by EMCOR for Fortune 500®-quality mechanical, electrical, construction, and facilities maintenance resources that allow us to assist with several key services – from fire safety and lighting issues to HVAC and plumbing.

One invoice. Not 1,000.

- ▶ With a consolidated maintenance plan, instead of dealing with invoices from countless disparate vendors, with USM there is only one.

New restrooms. No disruptions.

For convenience stores and gas stations, the condition and efficiency of restrooms is no small consideration. For one multi-location client, USM was asked to upgrade existing restrooms – with the challenge of having the least impact to the stores and its customers.

Working with the store to schedule renovations after-hours, USM introduced new technology in restroom restoration that provided a new slip-proof floor sealer, together with eco-friendly and cost-effective metered faucets. Energy usage and water usage were reduced significantly – and all work was completed within three short nights.

No disruption to store operations. No lost revenue. And the greatest convenience of all: cost savings that continue to add up.

We Know Maintenance Inside and Out

